



# Truman VA BULLETIN

JANUARY 26, 2007

## WELCOME

**MELISSA BEISWANGER, RN** (PS)  
**ANTHONY GALLAHER**, Police Officer (Police)  
**SHARLA LAWHORN-EDWARDS, RN** (PS)  
**ELIZABETH PEOPLES**, Food Service Worker (Canteen)  
**RACHEL SCHEPERLE**, Audiology Trainee (SC)  
**CAMERON SMITH**, Medical Supply Aid (PS)

## FAREWELL

**MAEGAN FULKERSON**, Medical Supply Aid (PS)  
**BETH MAYES**, Audiology Trainee (SC)  
**RALPH OWEN**, Housekeeping Aid (FM)  
**PAUL OWEN**, Housekeeping Aid (FM)  
**HEATHER PUTT, RN** (PS)  
**MISTY SMITH**, Clerk (BUS)



## EMPLOYEE RECOGNITION AWARDS

### Employee of the Month – Jan. 2007

**ERICA S. KEELER, PHARM.D.** (Pharmacy) ❖

### Good Catch Patient Safety Award – Oct. 2006

**NANCY J. DIETZ, RPH** (Pharmacy) ❖

### Good Catch Patient Safety Award – Nov. 2006

**KUL B. AGGARWAL, MD** (SC) ❖

**LESLIE C. DURRANT, RPH** (Pharmacy) ❖

**LISA A. JENNINGS, RN** (PS) ❖

### Star of the Month – Dec. 2006

**CHERYL A. MEISINGER** (BUS) ❖

## MEALS ON WHEELS FUND RAISER

Volunteer your assistance to Meals On Wheels, the local not-for-profit social service agency involved in a unique business partnership with Truman VA, by ordering a "Big Wheels" box lunch prepared by Jack's Gourmet Restaurant. Delivery will be on any of the following days: Feb. 6, 7, 8, 9, 12 or 13. Choose either a ham and turkey combo or a veggie sandwich. Meals include fresh fruit salad, vegetable salad, dessert and soda for \$10. Half the cost (\$5) is tax deductible. Please contact **NATHAN WITT** by e-mail or telephone (ext. 56405) by Friday, Feb. 2 to order your lunch. Meals On Wheels appreciates your support of this annual voluntary fund raising event. Proceeds raised from this event enable Meals On Wheels volunteers to deliver thousands of

meals throughout the year to Columbia's homebound senior and disabled citizens who might not otherwise receive a hot meal.

## HARVARD GIVES FEDERAL HOSPITALS TOP GRADES

A comprehensive study by Harvard Medical School concludes that federal hospitals, including those run by VA, provide the best care available for some of the most common life-threatening illnesses. The study was published December 11 in the *Archives of Internal Medicine*. Researchers looked at congestive heart failure, heart attack and pneumonia across the health care industry and found that patients in federal facilities are more likely to receive high-quality care than those in for-profit hospitals.

Dr. Michael J. Kussman, VA's Acting Under Secretary for Health, said the report is the latest example of VA setting standards for health care in the United States. He said, "Our computerized system of electronic health records and performance measurement means that veterans are getting the top-level care and treatment they have earned through service to our country."

The study assessed the quality of care for congestive heart failure, acute myocardial infarction – commonly referred to as heart attack – and pneumonia in more than 4,000 hospitals in the country. The Harvard Medical School study is the latest recognition of the high quality of VA health care. In 2006, VA received a prestigious "Innovations in American Government" award from Harvard's Kennedy School of Government for its advanced electronic health records and performance measurement system.

## VOLUNTARY LEAVE TRANSFER

**DEBORAH S. CUNNINGHAM** (PS) and **WILMA J. MORROW** (PC) have been approved for the Voluntary Leave Transfer Program. Contact **LENA WARREN** (HR) at extension 56397 for information.

## LOOKING AHEAD – TOWN HALL MEETINGS, FEB. 20

Mark your calendars! The next quarterly Town Hall meetings are scheduled on Tuesday, Feb. 20 at 7:30 a.m., 9:30 a.m. and 3:30 p.m. in the auditorium. All employees are invited to attend.



## CLINICAL ETHICS ADVISORY COMMITTEE UPDATE

**JOHN ONOFRIO, MD**, staff pulmonologist, and **VICKIE STOCKGLAUSNER**, Compliance Officer, have been appointed co-chairs of the Clinical Ethics Advisory Committee. This multidisciplinary committee has oversight responsibility for case consultations, education and development of policies and procedures relative to ethical practice. Consultation is available to any staff member by entering an Ethics Consultation in CPRS during normal hours of operation or, on off-tours, by contacting the Administrative Officer of the Day (AOD). Questions to consider prior to initiating an ethics consult are:

- ♦ Is there a need to clarify the right of self-determination (autonomy), doing good for others (beneficence), doing no harm (non-maleficence) and fairness (justice)?
- ♦ Does the request pertain to an active patient case?
- ♦ What type of assistance is desired (e.g., forum for discussion, conflict resolution, policy interpretation and moral support)?
- ♦ Has communication occurred with all vested parties (e.g., providers, patient, surrogate, next-of-kin, family members, etc.)?

Also, local programs are supported by the VA National Center for Ethics in Healthcare, which sponsors a monthly teleconference on pertinent and timely issues in health care ethics. The Truman VA committee has collaboration with the UMC Center for Health Ethics, which sponsors various educational opportunities. Employees with an interest or background in ethics, that wish to become members of the Clinical Ethics Advisory Committee, should submit a written request to the committee co-chairs through their supervisor and service line director.

## VA HEALTH CARE SYSTEM OUTSCORES PRIVATE SECTOR **AGAIN**

For the seventh straight year, VA has received significantly higher marks than the private health care industry on a leading independent survey of customer satisfaction. The annual results from the American Customer Satisfaction Index (ACSI) showed that overall satisfaction of patients for both inpatient and outpatient services increased last year at VA medical facilities.

The new ACSI survey results showed that the VA scored 84 percent in customer satisfaction for inpatient services, up one point from the 2005 rating. The rating of 82 percent for outpatient care was two points higher than last year's mark. VA significantly outscored the private sector in both categories, by 10 points for inpatient care, and eight points for outpatient care.

Inpatient and outpatient scores on the 100-point scale also were significantly higher than the average of 71 percent for inpatient and 73 percent for outpatient services for other federal health care systems. VA also scored 94 percent for "veterans loyalty" and 91 percent for customer service, each a one-point increase over those figures in 2005.

The 2006 survey included 260 inpatients discharged in September and 260 outpatients who received care in September. The report was produced by the National Quality Research Center at the University of Michigan Business School and the Federal Consulting Group.

## TRUMAN BULLETIN AVAILABLE ON INTERNET

The latest issue of the *Truman VA Bulletin* can be accessed on the Internet by visiting Truman VA's Internet home page at <http://www.va.gov/cmo>. Go to the Public Affairs link and click on the link for the Bulletin.

## BLACK HISTORY MONTH PROGRAM – FEB. 15, 2:00 P.M., AUDITORIUM

In celebration of Black History Month, the Equal Employment Opportunity (EEO) Committee will present a program in the auditorium at 2:00 p.m. on Thursday, Feb. 15. This year's theme is "From Slavery to Freedom." The featured speaker will be **DR. WANDA BROWN**, Assistant Superintendent for Secondary Education for the Columbia Public Schools. Watch for more announcements closer to the event.

## PATIENT THANK YOU ❤️

Dear Ms. Hanfelder,

Recently, I was seen in your Urgent Care department. I was very impressed with the way that **DR. FARHAN KHAN** and **MS. WENDY REED, RN**, took care of me. Dr. Khan was very professional, yet showed a down-to-earth attitude. Wendy was very patient with me and the gentleness she showed when she started an IV on me to start an injection of medication was very impressive. (I hate needles!) After being seen and treated, I needed to wait for additional medication. A nice police officer by the name of **OFFICER ROBERT KINSER** was also very helpful and kind. You have some very nice and caring people that work for your hospital. Please let Dr. Khan, Wendy Reed and Officer Kinser know that their actions were truly appreciated.

Sincerely,  
KW

*Enjoy Your Freedom? Thank A Veteran!*